



SMART PRO



USER MANUAL

INTELLIGENT TRAIL CAMERA

Model:
SMART-PRO

v1.1



support.spypoint.com



1-888-779-7646



tech@spypoint.com



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NON-CELLULAR CAMERAS

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CELLULAR CAMERAS

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For the latest version of the activation procedure, go to support.spypoint.com/activation.

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Package contents

SMART PRO



SPYPOINT
camera



Quick start
guide



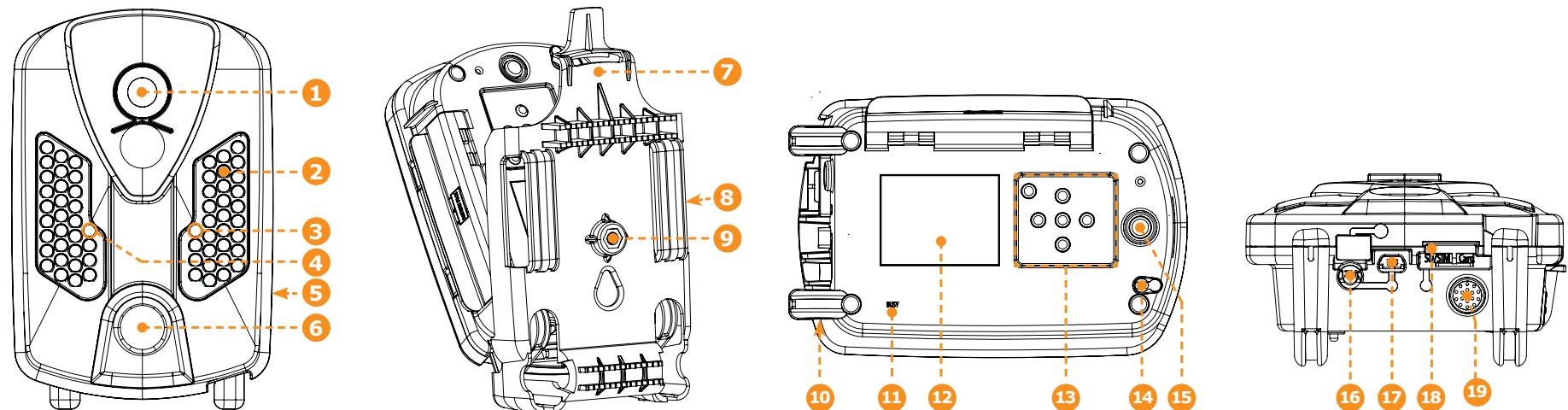
Installation
strap



Mounting
bracket



USB
cable



- 1 Photo lens
- 2 Invisibles LEDs
- 3 Test light
- 4 Light sensor
- 5 Battery case
- 6 Fresnel lens

- 7 Mounting bracket
- 8 Slot for installation strap
- 9 Tripod mount

- 10 Cable lock hole
- 11 BUSY LED
- 12 Viewing screen
- 13 Navigation buttons
- 14 Microphone
- 15 Power button

- 16 12V/Solar panel jack
- 17 USB port
- 18 SD card slot *
- 19 Built-in speaker

* No SIM card slot for SMART-PRO model

Components

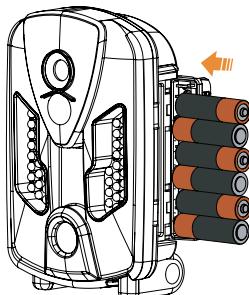
SMART PRO

1	Photo lens	Image sensor and infrared filter.
2	Invisible LEDs	Night lighting to obtain black and white photos and videos.
3	Test light	Flashes in TEST mode when there is detection and flashes 60 seconds in PHOTO/VIDEO mode to allow the user to leave without being photographed or recorded.
4	Light sensor	Allows the lighting of the LEDs panel at night.
5	Battery case	Case for AA batteries or a rechargeable lithium battery pack.
6	Fresnel lens	Expands the detection area and increases the sensitivity of the camera's motion sensor.
7	Mounting bracket	Removable support to install the camera.
8	Slot for installation strap	Allows the user to install the camera using the installation strap included.
9	Tripod mount	Standard 1/4-20" tripod mount.
10	Cable lock hole	Allows the user to install a CL-6FT cable lock, sold separately.
11	BUSY LED	Lights up when TEST mode is activated.
12	Viewing screen	Allows the user to access the main menu and view photos/videos.
13	Navigation buttons	Buttons to set the camera.

14	Microphone	Records sound in video mode.
15	Power button	Press the button to turn on or off the camera.
16	1) 12V power jack 2) Solar panel jack	1) This camera can be powered from an external 12-volt DC input such as a 12V battery or a 12V adapter, each sold separately. 2) Allows the user to connect a solar panel (SP-12V) to maintain the charge of the lithium battery pack (LIT-09/LIT-C-8), sold separately.
17	USB port	To transfer photos/videos to a computer.
18	SD card slot	An SD card is required to record photos/videos.
19	Built-in speaker	Allows the user to hear the sound when viewing videos.

The battery level is shown in the bottom right corner of the screen when the camera is in TEST mode. When a single line remains, the camera will continue to take photos. However, we strongly recommend to change the AA batteries or charge the lithium battery pack before they are empty. If a video is being recorded and the battery level reaches 0%, the camera saves the file before shutting down.

AA BATTERIES

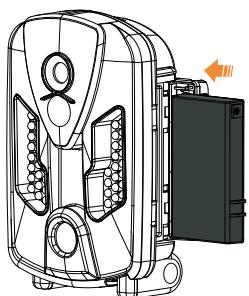


This camera requires 6 AA batteries (1.5V). The use of alkaline or lithium batteries is strongly recommended. During the installation of the AA batteries, the LIT-09 CHARGER option located in the SETTINGS menu should be "Off". Insert the batteries as indicated inside the battery case. Battery polarity must be followed.

Please note that the voltage of rechargeable AA batteries (1.2V) is insufficient to power the SPYPOINT camera. We also recommend the use of new batteries to ensure maximum performance of the camera.

⚠ The battery compartment adapts to SPYPOINT LIT-09 lithium battery pack or 6 AA alkaline batteries. Therefore, it is important to be careful while inserting AA batteries.

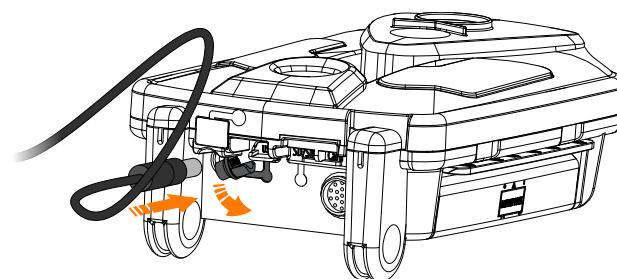
LITHIUM BATTERY PACK



This SPYPOINT camera can be powered by a rechargeable lithium battery pack LIT-09/LIT-C-8 (sold separately). This type of battery is less affected by cold temperatures and lasts up to 3 times longer than alkaline batteries. During the installation of the lithium battery, the LIT-09 CHARGER option located in the SETTINGS menu should be "Off".

EXTERNAL (12V)

This camera can also be powered by an external 12-volt DC input such as a 12-volt battery (KIT-12V, BATT-12V or KIT6V/12V) or a 12-volt adapter (AD-12V), each sold separately. During the installation of a 12-volt connection, the LIT-09 CHARGER option located in the SETTINGS menu should be "Off" (the AA batteries can remain safely inside the camera). If combined with a lithium battery pack, the LIT-09 CHARGER option should be "On".



⚠ In order to get best results and longer battery life, we recommend the use of an external 12-volt source. For easier access to the 12V jack, remove the camera from the mounting bracket before plugging a 12V cable. Then, the camera can be reinstalled in the mounting bracket.

SOLAR PANEL

This camera also offers the possibility to connect a solar panel (SP-12V sold separately) to **maintain** the charge of the lithium battery pack (sold separately). While installing the rechargeable lithium battery pack, the LIT-09 CHARGER option located in the SETTINGS menu should be "On" to activate the charging system of the solar panel.

LIT-09 charger option (depending on the power source):

Power source	LIT-09 charger option
<ul style="list-style-type: none"> • 6AA • 12V • 12V + 6AA • LIT-09* 	OFF
<ul style="list-style-type: none"> • 12V + LIT-09* • Solar panel + LIT-09* 	ON

* Rechargeable lithium battery pack, sold separately (LIT-09) or with a charger (LIT-C-8).

MEMORY CARD

A memory card is required to record photos and videos. The camera is compatible with SD/SDHC memory cards, up to 32 GB capacity (sold separately).

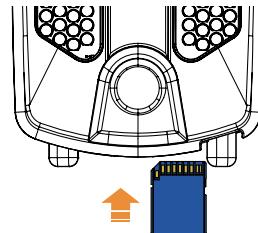
When the camera is turned on and no memory card is used, the camera beeps. In TEST mode, the screen displays "Insert Memory Card".

Here is a table of the approximate number of photos and length of videos that can be recorded with different memory card capacities. Many photo and video resolutions are noted, see those corresponding to the camera.

Note: This SPYPOINT camera is equipped with continuous file recording. When the memory card is full, the camera will continue to record photos or videos by deleting the first recorded files.

	4 GB	8 GB	16 GB	32 GB
Photo				
3 MP	4100	8200	16400	32800
4 MP	3800	7600	15200	30400
5 MP	3400	6800	13600	27300
6 MP	3200	6300	12600	25300
7 MP	2700	5500	10900	21800
8 MP	2400	4800	9500	19000
10 MP	1900	3800	7600	15200
12 MP	1600	3200	6300	12600
Video				
320 x 240	4 h	8 h	16 h	32 h
640 x 480	2h10	4h10	8h20	16h40
1280 x 720	40 min	1h20	2h40	5h20

INSERTING THE MEMORY CARD



Insert an SD/SDHC memory card (up to 32 GB capacity) in the card slot, gold contacts facing up. The card is inserted correctly when a click is heard.

 Before inserting or removing a memory card, always turn off the camera to prevent loss or damage of the photos already recorded.

REMOVING THE MEMORY CARD

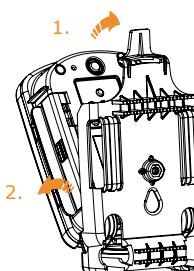
Lightly press the memory card into the camera once to pop it out of the slot and remove it.

BUSY LED

The BUSY light, located below the screen, is a diagnostic tool. It lights up when the camera starts, when the camera records a file and in TEST mode at the same time as the test light (located in front of the camera).

MOUNTING BRACKET

To remove the camera from the mounting bracket:



1. Push the tab to release the camera from the mounting bracket.
2. Remove the camera.

Use the arrows to navigate in the interface and modify the selection, the OK button to select and the ⏪ button to return to the previous menu.



TEST

Allows the user to test the detection system of the camera. When the TEST mode is selected, no photo or video is recorded. Walk perpendicularly in front of the camera. When the camera detects a movement, the busy light and the test light blink to indicate that normally, a photo or video would have been recorded. If the system does not detect the movement, increase the detection distance using the "Sensitivity" option in the settings menu. Realigning the camera can also be required. In TEST mode, it is possible to take a photo by pressing the OK button. The photo is saved and appears in the VIEW mode.

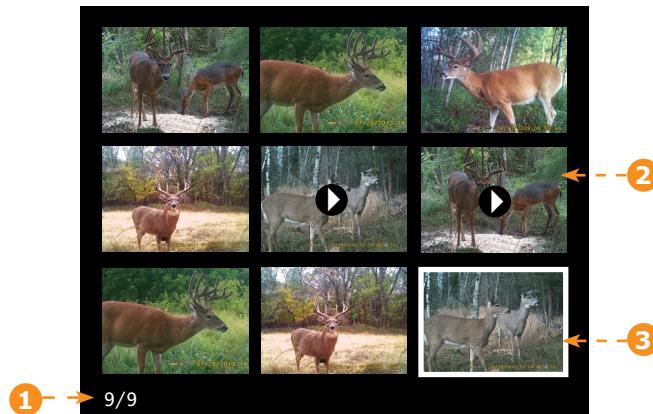


VIEW

Allows the user to view or delete recorded photos and videos on the camera screen.

Viewing with the screen of the camera:

When the VIEW mode is selected, the latest photos or videos recorded appear as thumbnails on the screen. Use the arrows to navigate this page, and press OK to view a photo in large format. To view next or previous large photo, press → or ←. Press ⏪ to return to the thumbnail view.



1 Selected photo / total number of photos

2 The play icon indicates that this element is a video

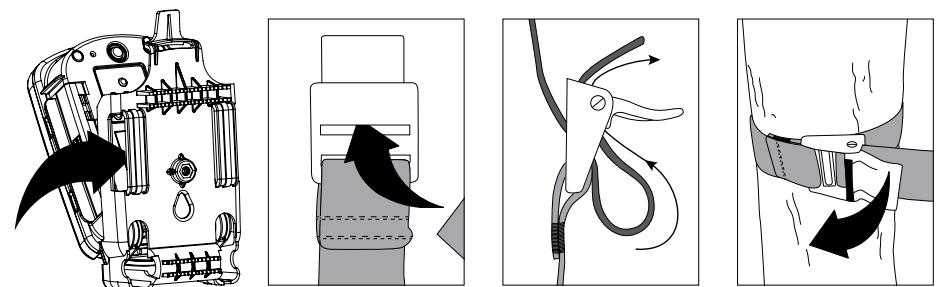
3 The white outline indicates which photo is selected

Press OK to view the different options available:

Play:	Allows the user to play or pause the video on the screen (this option is available only for videos).
Zoom	Allows the user to zoom in and out. Press ↑ to zoom in and ↓ to zoom out. When the zoom is activated, press OK to move the image by using the arrows. Press OK again to return to normal view.
View date/time:	Allows the user to view the date and time printed on the photo.
Protect:	Allows the user to protect a photo or video to prevent it from being deleted by selecting "Erase All".
Erase one:	Allows the user to erase the photo or the video seen on the screen from the memory card.
Erase all:	Allows the user to erase from the memory card all stored photos and videos, with the exception of protected files.
Format:	Allows the user to format the memory card and delete all protected photos and videos.
Exit:	Allows the user to exit the menu and return to the viewing screen.

INSTALLATION WITH THE SUPPLIED STRAP

Use the mounting bracket slot for installation strap to fix the camera. The dimensions of the strap (included) is 1" X 60".



⚠ Recommended installation height: about 3 feet above the ground.
Do not place the camera facing the sun.



SETTINGS

Sets the advanced options of the camera.

Device name

Allows naming the camera with the electronic keyboard to identify it clearly. This option is particularly useful for users with more than one camera.

Language: (English/Français/Deutsch/Italiano/Español/Norsk/Svenska/Dansk/ Čeština/Polska/Magyarország)

Allows the user to select a language for the camera menus.

Sensitivity: (Low/Medium/High)

Allows the user to choose the detection sensitivity of the camera. A higher sensitivity allows the user to take more photos.

The camera will only detect sources of heat in movement. Make sure to have the least possible objects in front of the camera during the positioning. This prevents the camera of taking photos when oriented towards the sun while an object moves in front of the camera (e.g. a branch).

Date: (MM/DD/YY, DD/MM/YY)

Allows the user to set the date as Month/Day/Year or as Day/Month/Year.

Time:

Allows the user to set the time as Hour/Minute.

LIT-09 charger

Allows the user to change the power source (AA batteries, Lithium battery pack, External 12V or Solar panel) see p.7 for more details.

Info on photos: (Yes/No)

Allows the user to have date, time, temperature and moon phases printed on the photos.

New moon:
Waxing Crescent:
First Quarter:
Waxing Gibbous:
Full moon:
Waning Gibbous:
Last Quarter:
Waning crescent:



Temperature: (°C/°F)

Allows the user to select the temperature display.

About the device:

Displays system information:

- Version number of firmware
- Model
- Device name

Two I.T.T. Presets are available; Trail and Feeder. Each have an ideal configuration for its respective usage. After selecting a preset, no configuration is required. Simply choose between photo or video mode; the test light in front of the camera will flash for 60 seconds to allow the user to leave the area without being photographed.



TRAIL PRESET

The trail preset is configured for usage in trails. It is more effective when these conditions are met:

- **Low activity level:** a small number of animals pass by.
- **Fast subjects:** animals are in movement
- **Small number of photos:** few occurrences are expected and subjects are close to the camera.



In TRAIL preset, the photo resolution is set to 8 MP to allow a faster trigger speed.



FEEDER PRESET

The Feeder preset is configured for usage at a feeder's site. It is more effective when these conditions are met:

- **High activity level:** many animals pass by.
- **Slow subjects:** animals stay in place for a long time.
- **Large number of photos:** a lot of occurrences are expected and subjects are far from the camera.



I.T.T. TECHNOLOGY

The two I.T.T. presets (Trail and Feeder) are configured by default with the I.T.T. mode (Intelligent Triggering Technology).

PHOTO (I.T.T.)

On detection, one photo is taken. If a new movement is detected by the camera, a second photo is taken within 60 seconds after taking the first photo. This mode allows the user to always have a subject on the photo.

Photo #1



Photo #2



0s 15s 30s 45s 60s

VIDEO (I.T.T.)

A video of 10 seconds is taken upon detection. If the subject only passes in front of the camera, it takes only one video of 10 seconds. If the subject continues to move in front of the camera, the video recording is then prolonged by 10 second sections, to a maximum of 90 seconds. This mode allows the user to record the best of the action.



PRO SETTINGS

The Pro settings allows to personalize the configuration. Choose the mode (PHOTO, TIME LAPSE, or VIDEO) and set their respective options. When the PHOTO or VIDEO mode is selected, the test light in front of the camera will flash for 60 seconds to allow the user to leave the area without being photographed.



PHOTO SETTINGS

Sets the options of the PHOTO mode.

Delay:

(Instant* / 10s / 1m / 3m / 5m / 10m / 15m / 30m)

Allows the user to choose the time interval between each detection before the camera records the next photo. A longer delay minimizes the number of photos taken and maximizes the battery life. A shorter delay maximizes the number of photos taken but requires more battery power. The shorter times interval are recommended when the camera is used for security purposes.

Multi-shot:

(1/2/3/4/5/6/7/8/9/10 consecutive shots)

Takes up to 10 consecutive shots at each detection, with a 10-second delay between each photo. This option allows the user to get up to 10 photos from different angles when the camera is in PHOTO mode.



TIME LAPSE SETTINGS

Sets the options of the TIME LAPSE mode.

Interval:

(30s / 1m / 3m / 5m / 15m / 30m / 1h)

Allows the camera to take photos at regular preset intervals. For example, if the option "5m" is selected in the TIME LAPSE mode, the camera takes a photo every 5 minutes even if there is no detection. This option allows the user to obtain photos of game outside the detection range of the camera.

Note: The TIME LAPSE mode only applies for photos, not videos. When the TIME LAPSE mode is selected, the DELAY option and the MULTI-SHOT mode are disabled.



VIDEO SETTINGS

Sets the options of the VIDEO mode.

Delay:

(10s / 1m / 3m / 5m / 10m / 15m / 30m)

Allows the user to choose the time interval between each detection before the camera records the next video. A longer delay minimizes the number of videos taken and maximizes the battery life. A shorter delay maximizes the number of videos taken but requires more battery power. The shorter times interval are recommended when the camera is used for security purposes.

Video length:

(10s / 30s / 60s / 90s)

Allows the user to select the duration of the recording when the camera is set in VIDEO mode.

Photo first

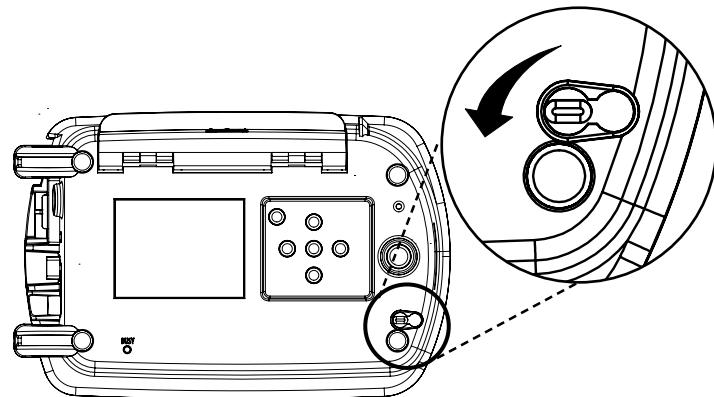
When this option is enabled, a photo is taken immediately before each video.

Note: The file name of the photo corresponds to the digit before the video file name. For example, if the name of the photo is PICT001, the name of the video will be PICT002.

Sound recording

SMART PRO

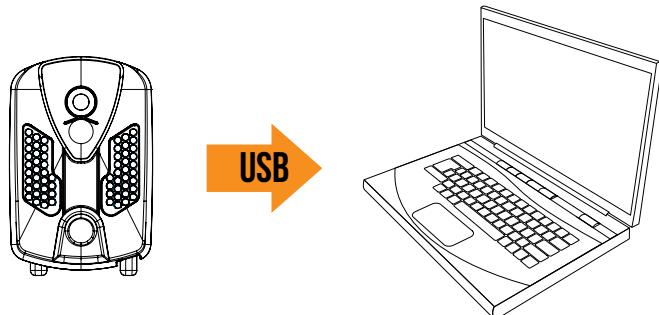
The SPYPOINT camera offers the possibility to record sound in VIDEO mode. When the VIDEO mode is selected, the camera automatically records the sound. Under the camera, there is a rubber cap with the inscription MIC. If the user does not want to record the sound, the rubber cap needs to stay in place. If sound recording is required, the user must lift the rubber cap and turn it slightly so that the microphone receiver is completely cleared (See figure below).



To transfer photos/videos to a computer:

1. Turn on the camera.

 Note that the camera has to be turned on in order for the computer to recognize the SD card.



2. Connect the USB cable from the camera to a computer.

 It is recommended to use the supplied cable.

3. The computer will detect the camera and install the driver automatically.
4. Click on "My Computer" and select "Removable Disk".
5. Then click on "DCIM" and "100DSCIM" to find all recorded photos and videos.
6. Drag or save the files to the desired location.

Taking the memory card (sold separately) out of the camera and inserting it into the computer slot will achieve the same results.

Problem	Possible solutions		
Impossible to turn on the camera	<ul style="list-style-type: none"> Verify if there are batteries in the camera. Verify if the batteries are correctly installed. Verify if the LIT-09 charger option is set accordingly to the power source. Install the latest update (available on www.spy-point.com under SUPPORT section). Replace alkaline batteries or recharge the lithium battery pack. 	No person/animal on photos	<ul style="list-style-type: none"> Sunrise or sunset can trigger the sensor. Camera must be re-orientated. At night, the motion detector may detect beyond the range of the IR illumination. Reduce sensibility setting. Small animals may trigger the unit. Reduce sensibility setting and/or raise height of camera. Motion detector may detect animals through foliage. If a person or animal moves quickly, it may move out of the camera's field of view before the photo is taken. Move the camera further back or redirect the camera. Make sure the mounting post or tree is stable and does not move.
The screen of the camera turns off	<ul style="list-style-type: none"> The camera may be set to PHOTO or VIDEO mode and the screen turns off after a period of 60 seconds in order to preserve battery life. The camera automatically resets itself to PHOTO mode (with Feeder I.T.T. preset configuration) after 2 minutes of inactivity on the main menu. To return to the screen, turn off the camera and turn it on again. 		<ul style="list-style-type: none"> The screen display in TEST mode follow the same orientation as the lens. It does not affect photo or video taking in any way.
The screen of the camera goes blank and the camera does not respond.	<ul style="list-style-type: none"> The battery level is too low. Replace alkaline batteries or recharge the lithium battery pack. 		
The camera beeps	<ul style="list-style-type: none"> Insert a memory card. 		
The camera does not respond	<ul style="list-style-type: none"> Remove the batteries and reinstall them. Replace alkaline batteries or recharge the lithium battery pack. 		
Impossible to take photos/videos	<ul style="list-style-type: none"> Verify if there are batteries in the camera. Replace alkaline batteries or recharge the lithium battery pack. Verify if the camera is turned on. 		
Red light in front of the camera blinks	<ul style="list-style-type: none"> Camera is set in TEST mode. Camera is set in PHOTO or VIDEO mode. The red light in front of the camera flashes for 60 seconds to allow the user to leave without being photographed or recorded. 		
The computer does not recognize the camera	<ul style="list-style-type: none"> Verify if the camera is properly connected to the computer. Make sure the camera is turned on before connecting it to the computer. Use the supplied USB cable. 		

Error message	Possible solutions
Insert memory card	The use of a memory card is required to record photos and videos.
Card error	<p>The camera cannot access the memory card.</p> <ul style="list-style-type: none">• Turn off the camera and turn it on again• Remove the memory card and insert it again.• Verify if the gold contacts are clean.• Format the memory card.
Low battery	Appears on the screen just before the camera turns off. Recharge the batteries or insert new ones. Always verify the battery level before using the camera.
No image	There are no files to view. Verify if the memory card contains photos/videos.
Protected file	It is impossible to delete the file because it is protected. To delete this file and all the others, just format the memory card.

Available accessories

SMART PRO

To obtain more information on the available accessories, go to www.spypoint.com. Here are the main accessories available:

POWER



12V DC Power cable

#CB-12FT, 12 ft power cable with alligator clips at one end to connect a 12V battery to a camera.



Lithium battery pack & charger

#LIT-C-8, Rechargeable lithium battery pack and AC charger with charge indicator light. Fits most SPYPOINT products.



12-volt Adaptor

#AD-12V, AC adaptor (6V to 12V). Powers the camera from an electrical outlet.

An extension cable is required to use this accessory. Please contact SPYPOINT for details.



Lithium battery pack

#LIT-09, Additional rechargeable lithium battery pack. Fits most SPYPOINT products.



Universal power kit

#KIT6V-12V, Universal kit with 6V or 12V output. Compatible with all SPYPOINT products or any other products equipped with a 6V or 12V power jack. 6 connectors included to fit any device. Includes 6V (5.6Ah) and 12V (2.8Ah) output configuration and AC charger. Water resistant ABS plastic case, 12 ft power cable and strap included. Camo pattern.

An extension cable is required to use this accessory. Please contact SPYPOINT for details.



Rechargeable 12V battery, charger & housing kit

#KIT-12V, 12-volt 7.0Ah rechargeable battery with a water resistant ABS plastic case, AC charger, 12 ft power cable (#PW-12FT) and carrying strap included. Compatible with all SPYPOINT products equipped with a 12V power jack.



Solar panel

#SP-12V, Solar panel with adjustable steel mounting kit. Maintains the charge of the lithium battery pack directly into compatible devices. Can also be combined with any 12-volt battery. 9 ft power cable.

An extension cable is required to use this accessory. Please contact SPYPOINT for details.



Rechargeable 12V battery & charger set

#BATT-12V, 12-volt 7.0Ah rechargeable battery and AC charger to power the camera.



Spare power cable

#PW-12FT, Spare 12 ft power cable, to connect the camera to the KIT-12V.

MEMORY CARD



SD Memory card 8GB

#SD-8GB, SDHC memory card 8 GB, High speed Class 6.



SD Memory card 16GB

#SD-16GB, SDHC UHS-1 memory card 16 GB, ultra high speed Class 10.

INSTALLATION AND SECURITY



Cable lock

#CL-6FT, 6 ft cable lock fits all SPYPOINT cameras.



Steel security box

#SB-PRO, Steel box to secure the camera against theft. It also protects it from breakage caused by bears or other animals. Fits SPYPOINT cameras of 62 LED.



Camera mount

#MA-360, Adjustable mounting arm, fits all cameras that have a standard 1/4-20" tripod mount. It can rotate 360° and tilt approx +/- 90°. Also available in black.



Tripod

#TP-CAM, SPYPOINT Lightweight tripod, in black aluminum, with a unique anchor system and a removable quick release plate. Max. height: 4.9 ft (1.5 m), min. height: 1.7 ft (0.5 m), max. load weight: 11 lbs (5 kg). Fits most SPYPOINT products.

Specifications (SMART-PRO)

Photo recording

Photo resolution	12 MP *see I.T.T. presets section
File format	JPG
Time lapse mode	Predefined intervals from 30 s to 1 h
Multi-shot mode	Up to 10 photos per detection
Stamp (only on photos)	Date, time, temperature (°C/°F) and moon phase
Capture mode	Color by day, black and white by night

Video recording

Video resolution	1280 x 720 (HD 720p)
File format	AVI
Sequence lenght	Adjustable from 10 to 90 s
Capture mode	Color by day, black and white by night

Technology

I.T.T. (Intelligent Triggering Technology)

Audio

Sound recording (automatically recorded in video mode)	Mono
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Memory storage

Support	<ul style="list-style-type: none"> Internal memory: none External memory : SD/SDHC card (up to 32 GB)
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Viewing

Built-in screen	ACL 2.4"
TV output	Composite video (PAL/NTSC)
Computer output	USB 2,0

Power source

Accessories sold separately, p.17

Alkaline or lithium batteries	6 x AA
Lithium battery pack	Rechargeable battery pack (LIT-09/LIT-C-8)
External (12V jack)	12V battery (KIT6V-12V, KIT-12V, BATT-12V) or 12V adapter (AD-12V)

Solar panel

Solar panel (SP-12V) combined with rechargeable battery pack (LIT-09/LIT-C-8)

Detection system

Motion sensor	PIR
Detection angle	30°
Detection range	Adjustable from 5 to 65 ft
Delay between each detection	Adjustable from 10 s to 30 min

Night time illumination system

LEDs	62 LEDs
Type	Invisible LEDs
Exposure	Automatic infrared level adjustment

Optical field of view

40°

Dimensions

4.3" W X 6.8" H X 3" D

Recommendations

Operating temperature	(-30 °C to + 50 °C) (-22 °F to +122 °F)
Storage temperature	(-40 °C to + 60 °C) (-40 °F to +140 °F)

Regulation

FCC REGULATIONS

FCC Part 15

 This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the Federal Communications Commission (FCC) rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

 Hereby, GG Telecom declares that this camera is in compliance with the essential requirements and other relevant provisions of Directive 2004/108/EC. The user can obtain a copy of the Declaration of Conformity by e-mail at info@spypoint.com.



RoHS

Limited warranty and repair

This SPYPOINT product designed by GG Telecom, is covered by a one (1) year warranty on material and workmanship starting from the original date of purchase. The sales receipt is the client's proof of purchase and must be presented if warranty service is needed. This warranty will be honored in the country of purchase only.

This GG Telecom warranty does not apply: (a) to consumable parts, including but not limited to batteries, which performance is designed to decrease over the course of time; (b) to damage caused by misuse, use with another product, neglect, accidents, liquid contact, fire, earthquake or any other external cause; (c) to GG Telecom products that have been purchased online from an unauthorized dealer; (d) to products that have had any modification or tampering; (e) to cosmetic damage including but not limited to scratches and broken plastic; (f) to damage caused by operating the GG Telecom product outside of GG Telecom's recommendations.

INSTRUCTIONS FOR REPAIR SERVICE

GG Telecom will repair the product without charge or replace it at its discretion with an equivalent product, if it has a manufacturing defect covered by the warranty described previously. GG Telecom will pay the shipping costs only for the return of the products covered by the warranty. The shipping costs for an item sent will be assumed by the customer.

Repairs for damages not covered by the warranty will be subject to a reasonable charge. The customer will pay all shipping costs.

- 1. BEFORE** sending a product for repair, the costumer is welcomed to contact GG Telecom technical support team at 1-888-779-7646 or tech@spypoint.com and to clearly describe the problem and give a phone number where she or he can be reached. It happens regularly that some problems can be solved over the phone.
- 2.** If a product needs to be sent, an RMA number will be given to the customer (Return Merchandise Authorization).
- 3.** The original receipt or a copy must be sent along with the package.
- 4.** The RMA number must be written on the outside of the package and sent to:

CANADA
GG Telecom
120 J.Aurèle-Roux
Victoriaville, QC
G6T 0N5

United States
GG Telecom
555 VT route 78
Swanton, Vermont
05488

IMPORTANT: Under no circumstances will GG Telecom accept returned products without a Return Material Authorization number (RMA). It is essential to contact GG Telecom before making a return.

The customer is liable for loss or damage to the product that may occur during the transport to GG Telecom. We recommend the use of a traceable method of shipping to ensure protection.

WWW.SPYPOINT.COM